

Your Document Number (same as in header)

Defense Information Infrastructure (DII)

Common Operating Environment (COE)

**User's Manual (UM) for
(name and version of software/segment)**

Document Version (if applicable)

Date

Prepared for:

Defense Information Systems Agency

Prepared by:

**Your Company Name
and Address**

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Notes on Using the Template

1. Refer to Section 3.1 and 3.2 of the *DII COE Developer Documentation Requirements* for format requirements and guidelines for using the templates.
2. This template has been formatted for a small document (12 pages or less) and double-sided reproduction. Section headings are left adjusted (refer to Section 3.1.4 item 4 of the *DII COE Developer Documentation Requirements*) and are not required to begin on a new odd page.

1. Scope

1.1 Identification

This paragraph shall contain a full identification of the system and software. It must provide the identifying number(s), title(s), abbreviation(s), version number(s), the release number(s), and the associated COE version number(s), as applicable. Identification must include the operating system platform(s) to which this document applies.

1.2 System Overview

This paragraph shall provide a brief description of the general nature, purpose, and function of the system and software.

2. Referenced Documents

Provide a list of documents referenced in this document. List each document by document number, title, version/revision, and date. Identify the source for all documents not available through the Government.

3. Software Summary

3.1 Software Description

Provide a brief description of the intended uses of the software. Describe capabilities, operating improvements and benefits expected from its use.

3.2 Software Inventory

Identify all software files, including databases and data files, that must be installed for the software to operate. Include security and privacy considerations for each file. Identify software necessary to continue or resume operation in case of an emergency.

3.3 Software Environment

Identify all the hardware, software, equipment, manuals and other resources needed to install and operate the software.

3.4 Software Organization and Operation Overview

Provide a brief description of the organization and operation of the software from the operator's point of view. Include, as applicable:

- a. operation and purpose for each logical components of the software
- b. expected performance characteristics, such as:
 - 1. types, volumes, rate of inputs accepted
 - 2. types, volume, accuracy, rate of outputs produced
 - 3. typical response time, processing time, and factors that affect each
 - 4. limitations
 - 5. expected error rate
 - 6. expected reliability
- c. relationship of the functions performed to interfacing entities
- d. supervisory or security controls (such as passwords) that can be implemented to manage the software.

3.5 Modes of Operation

Explain the differences in what the user will be able to do with the software at times of emergency and in various states and modes of operation, if applicable.

3.6 Security and Privacy

Provide an overview of security and privacy considerations associated with the software. Include a warning regarding the making of unauthorized copies of software or documents.

3.7 Assistance and Problem Reporting

Provide the points of contact and procedures to be followed to obtain assistance and report problems.

4. Access to the Software

Provide step-by-step procedures, oriented to the first time/occasional user, so that the user can reliably access the software. Include safety precautions, marked by WARNING or CAUTION.

4.1 Software Setup

Describe procedures users must perform to install, deinstall, configure, and access the software on the equipment in this section.

4.1.1 Familiarization

Provide the following for first time users, or include references to the documentation that contains:

- a. procedures for powering on, powering off, and adjusting needed equipment
- b. characteristics of the display screen(s)
- c. how to identify and use the cursor
- d. keyboard layout and use

4.1.2 Access Control

Provide an overview of user security features, including:

- a. how and from whom to obtain a password
- b. how to add, delete, or change passwords under user control
- c. security and privacy concerns pertaining to the marking and storage of media a user may generate.

4.1.3 Installation and Configuration

Reference the IP document that contains the procedures a user must perform to install and configure the software. Include or reference any additional information needed by users.

4.2 Initiating a Session

Provide step-by-step procedures for beginning work, including any options available. Include a problem determination checklist in case difficulties are encountered.

4.3 Stopping and Suspending Work

Describe how the user can cease or interrupt use of the software and how to determine whether normal termination or cessation has occurred.

5. (Name of Software) Processing Guide

This section (or sections, as needed) shall describe the functionality provided by and specify procedures for using the software. The document organization will depend on the characteristics of the software being documented. For example, Section 5 may be a guide to menus and Section 6 a guide to functions. Whatever the method of organization, the format for presenting information must have a consistent style.

5.1 Capabilities

Briefly describe the interrelationships of the transactions, menus, functions, or other processes in order to provide an overview of the use of the software.

5.2 Conventions

Describe conventions used by the software, such as display colors, audible alarms, abbreviations, and naming conventions.

5.3 Processing Procedures

This paragraph shall explain the organization of subsequent paragraphs (e.g., by function, by menu, by screen). Describe the order in which the process must be performed by the user, if applicable.

5.3.1 (Name of Process)

Identify the function, menu, transaction, or other process being described. Give options and examples, as applicable, of menus, icons, data entry forms, user inputs and outputs, alarms and messages, diagnostics, on-line help or tutorial capabilities, and any other conditions that may affect the software's interface with the user.

5.4 Related Processing

Identify and describe any related batch, offline, or background processing performed by the software that is not invoked directly by the user and is not described in paragraph 5.3. Specify any user responsibilities to support this processing.

5.5 Data Backup

Provide procedures for creating and retaining backup data.

5.6 Error Recovery

This paragraph details procedures for restart or recovery from errors or malfunctions occurring during processing and for ensuring continuity of operations during emergencies.

5.7 Messages

List, or refer to an appendix that contains, all error messages, diagnostic messages and information messages that can occur. Identify and describe the meaning of each message and the action that should be taken.

6. Notes

Provide general information to assist in the understanding of this document. May include a list of acronyms and abbreviations, and a list of terms and definitions.

A. Appendices

Appendices may be used to provide additional information published separately for convenience in document maintenance. The appendices shall be referenced in the main body of the document, where applicable.

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